



DOOR OWNERS MANUAL

A guide to getting the most from your brand new Bifold Door Solutions door set.

BDS V03 MAR 2014

Covers all Bifold Door Solutions doors

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Thank you for making a wise decision and choosing to buy a Bifold Door Solutions door set. This Door Owner's Manual is designed to help you get the best from your new door set. It has important advice for you at every stage from preparing your room and exterior opening, to installation itself and caring for your door set with regular cleaning and maintenance. It also sets out the guarantees that will protect you when using our product in your home.

Many guarantees and warranties offered to customers are complicated, and full of legal jargon and 'get out clauses' which are designed to confuse people. We've made ours as simple and straightforward as possible. We hope you find this refreshing and a different approach from the team at Bifold Door Solutions.

Bifold Door Solutions 10 year guarantee against manufacturing defects

All Bifold Door Solutions external doors are guaranteed for a full ten years against the occurrence of manufacturing faults, apart from the glass units which are guaranteed for a five-year period.

Bifold Door Solutions Allure aluminium clad and Infinity aluminium sets have a 15-year guarantee on the external powder coated aluminium finish, provided the sets are installed at least 800 metres from the sea.

This guarantee covers the original purchaser only and proof of the date of purchase is required to validate it. The guarantee is conditional upon complying with the Bifold Door Solutions instructions and recommendations for installation, care and maintenance set out in this Door Owner's Manual.

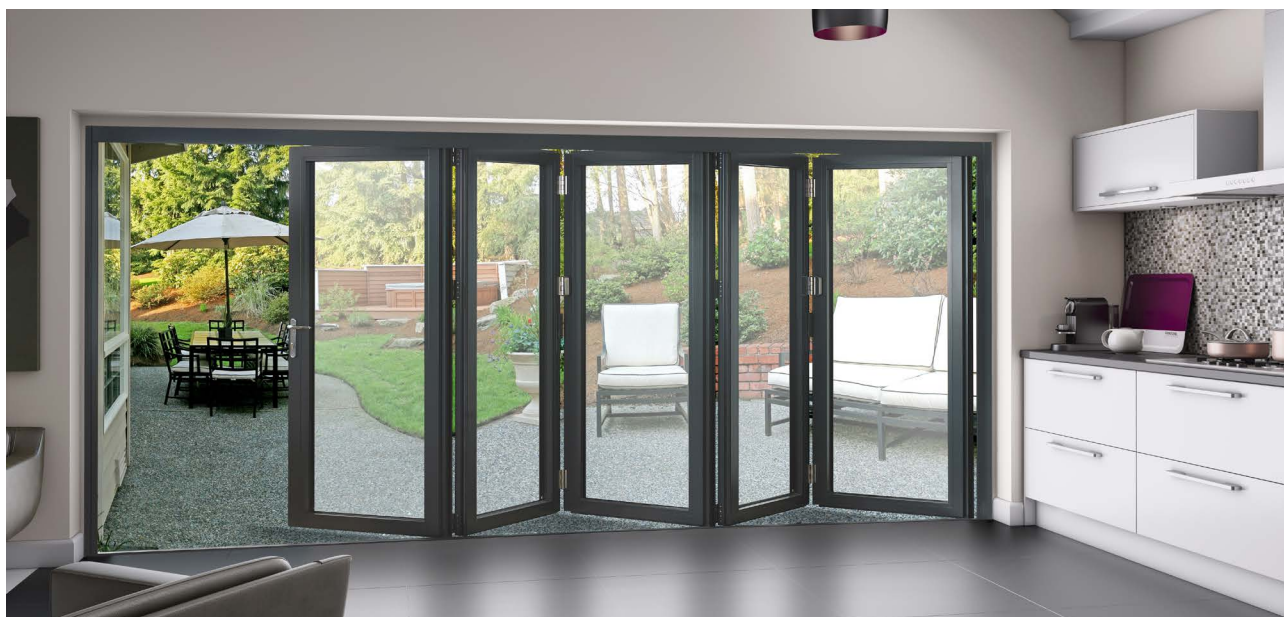
This guarantee covers replacement of faulty parts only and does not cover incidental expenses. Failure to comply with the installation, finishing and maintenance instructions will invalidate this guarantee.

We recommend that a competent tradesperson installs this product. You'll find full installation instructions in the hardware box of each Bifold Door Solutions door set.

Put simply the Bifold Door Solutions guarantee means that:

- All timber, aluminium and hardware components will be free of manufacturing defects when they arrive at your home. No manufacturing defect will appear during the ten-year period of this guarantee (15 years on the Infinity and Allure external aluminium coating), subject to regular maintenance and cleaning by you on site
- The double or triple glazed sealed units are guaranteed for a period of five years against breakdown of the seals.
- Handles, locks and our special patio door hardware components are guaranteed for a ten-year period against manufacturing faults subject to regular maintenance and care in use.

They can also be downloaded from our website at www.bifolddoorsolutions.co.uk



What to check when your new Bifold Door Solutions door set arrives at your home

When your delivery arrives and before you accept it, please check all items to confirm there has been no obvious damage to the goods or the packaging by the courier/delivery company. If any damage is found please follow the procedures below:

If any Packaging damage is evident please contact our Customer Service Helpline immediately **01625 430693** while the delivery company is still there. We will then advise you on the best course of action.

If you have taken delivery outside of our normal working hours or if it is not possible to contact our customer service department and there is damage to the packaging please clearly record on the courier/delivery company paperwork that there is damage. Accept delivery of your order and contact our customer service department within 72 hours of receipt of the goods.

Please note that you should never sign courier documents as "Unchecked" if you do this we cannot then accept claims for damaged or missing items.

If any damage is noticed it is important that this is noted down on any courier/delivery company documentation.

If everything is satisfactory with the delivery, you should fully unpack the door set and check for manufacturing faults, defects or missing parts within 72 hours of receiving delivery. You'll find a full list of the items you should have

received in the assembly instructions included with the hardware pack.

If there are any faults, defects or missing parts, please contact our Customer Service Helpline on **01625 430 693**

Please note: we keep a full stock of spare parts for immediate despatch. There is no need to return the full set if a component is found to be defective or missing.

We cannot accept claims for damage, scratched glass or scratched aluminium after 72 hours following delivery or after installation has begun.

Handling and storage

The doors are heavy and weigh 30kg to 60kg each. They will therefore need two people to carry them. When storing the doors and frame before installation, they should be kept in their packaging, handled with care and stored in a dry, ventilated building. They should be stored flat on a level surface - not on edge or on end.

Doors should not be stored or fitted in your home until any plastering, painting and so on has been finished and the room is dried out.

Installation

Please follow the installation instructions we have provided. All Bifold Door Solutions door systems are manufactured with virtually all components pre-machined and pre-sized, ready for assembly and fixing into the brick work opening at your home. No trimming or adjustment is needed and the set must be fitted as supplied.

Bifold Door Solutions will not accept any responsibility for products which have been cut down or machined or otherwise changed from the original, standard product specification we supplied to you.

The outer frame head of our external bi-fold door sets (except for the Infinity aluminium) needs to be fixed to the building lintel over the opening.





Bifold Door Solutions Allure aluminium clad and infinity aluminium door sets

To maintain the external aluminium powder-coated finish, wash regularly with soapy water and then dry off with a soft lint-free cloth. As a minimum, the external surfaces must be washed at least every three months, and monthly if within five miles of the sea or in an industrial area. Our general recommendation would be to wash the external aluminium every time you clean your windows, which should normally be more regularly than the minimum requirement.

Preparing your room for installation of Allure aluminium clad doors

Timber components will not perform well in new rooms that are full of moisture, especially when combined with central heating or other heating systems. For example, it is standard practice within the timber industry to ensure that all wet trades like plastering, painting, floor installation and finishing, are completed and the room fully dried out before installation. We do recognise that this is not always practical, especially with extensions or new build installations.

Often, the Bifold Door Solutions door set is installed before these jobs are completed or dried out. Then it can act as a barrier to the weather outside – and make the home secure – so that work can carry on inside the room.

The deterioration that can be caused in a wet environment has been reduced by the pre-finishing of the timber parts in our factory.

However, we cannot change the properties or performance of the timber components which are natural products. We cannot therefore accept claims for any variation in the components, or cracks or splits that may appear due to moisture going into the timber in these conditions.

Need technical help with installation?

If you have any technical questions or need advice on installation or finishing, please call our Customer Service Helpline on **01625 430 693**.

Timber doors and frame components

All of our timber components are manufactured using the latest technology to reduce warping or twisting - this is referred to in the trade as 'engineered construction'. This means we use finger jointed or laminated hardwood or solid wood sections in the core and over veneer these with timber, for example, oak. This method has proven to be stronger and less likely to cause movement of the timber than using solid sections.

Timber or wood veneers are natural products and prone to deterioration if not adequately maintained.

Please be careful not to get lubricants or other liquids on the timber components as this can cause staining of the timber.

The properties of timber

No two trees produce identical grains or colour of wood and this adds to the beauty of a natural product.

We therefore can't guarantee that all door and frame components will look exactly the same in grain and colour.

What's more, warping of wood is not a defect if it's not more than 1/4 inch (6mm) when it's in its installed position.

Maintenance of internal oak finish Allure aluminium clad sets

The oak internal finish on the Allure door set comprises of 3 factory applied coats of clear, satin polyurethane varnish.

Normal maintenance is to wipe down regularly with a damp cloth and mild detergent, then buff with a clean dry duster.

When you decide to re-coat the finish use a very fine sandpaper to gently rub down the existing finish, then clean all the dust off and apply 1 or 2 coats of any proprietary brand of clear polyurethane varnish.

Special hardware

Regular maintenance is needed to validate our guarantee as these components are made of aluminium or stainless steel, and some have moving parts. Please follow the maintenance guidance given in the assembly instructions.

For our bi-fold door sets please use the special hardware adjusters to properly adjust the sets squarely into the opening. If the correct spaces are not incorporated at the top and bottom and both sides of the set, this may result in the locks not working properly or the sets not opening and closing easily.

Maintenance

The exterior hardware in your Bifold Door Solutions door set can deteriorate from everyday use, and also because of the weather and the local environment. That's why regular maintenance of your door hardware is even more important if you live in severe environments like coastal marine areas and some industrial locations.

Even stainless steel products require maintenance to prevent deterioration in these environments. We require that the following minimum maintenance is carried out otherwise your guarantee will not be valid.

Track and bearings

Using a spatula or something similar (but not your fingers), apply a small amount (about half a teaspoon) of Vaseline or a similar lubricant to the inner lip of each side of the track. Make sure that the wheels pass through the lubricant and that it spreads evenly along the track. Put extra lubricant around the bearings.

Adding lubricant in this way reduces wear, improves smoothness and gives additional protection against corrosion of track and bearings. In addition, remove all surface contamination by wiping all visible track surfaces with a soft, damp cloth and mild detergent, then wipe with a clean cloth. In severe environments, apply a thin film of corrosive preventative such as WD40, and wipe with a clean cloth.

Stainless steel bearings are made from hardening grade stainless steel, and although this material performs much better than plated steel, it can corrode unless it's maintained as shown above.

Hangers, pivots and brackets (fig 1)

Give a light spray of a corrosion preventative like WD40 and then wipe with a dry cloth to remove any excess. Exposed surfaces should first be wiped with warm soapy water and a soft rag, and then rinsed clean before you apply the WD40.

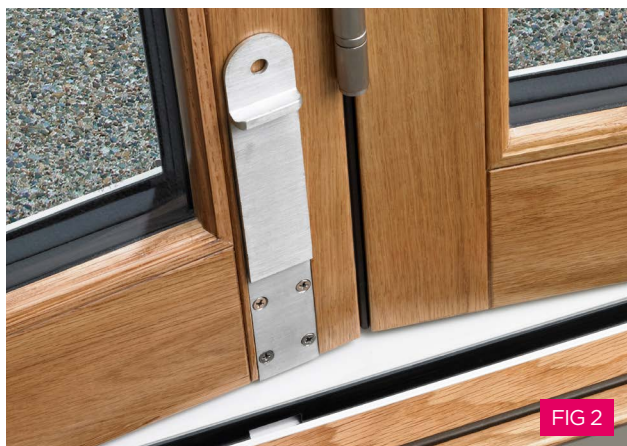


Hinges

Wipe down the visible surfaces with warm soapy water on a soft rag and then rinse off by wiping with a clean, damp rag. Applying a thin film of light machine oil or WD40 will help to maintain the original lustre of the metal finish. Be careful not to get these liquids on the timber as this can cause staining.

Drop bolts - Allure door sets *(fig 2)*

Spray a suitable lubricant such as WD40 to the sliding pin inside the bolt and the lock cylinder. The tube can be attached to the nozzle of the can and will help you to direct the spray where you want it to go. There are access holes or slots on all drop bolts, so this lubrication can be done without taking the locks from the doors.



Automatic closures and operators

Our hardware systems are designed to be operated manually. If you fit an automatic door closer and it's poorly adjusted, this can have a destructive effect on tracks, bearings and stops. Using any devices like these is definitely excluded under our guarantee.

Locks and handles *(fig 3)*

These are guaranteed by the manufacturer provided they are fitted properly and maintained regularly as shown in the guidelines below. The guarantee does not extend to surface finishes or to faults caused by wilful or neglectful damage, or excessive wear and tear.



Multi-point door locks

Any swarf must be cleared out. The bars must be fixed but not over tightened, as this can hamper the smooth operation of the lock. Final adjustment should be made after installation to ensure positive engagement of hooks and bolt into the keep bar. All moving parts should be lubricated twice a year and surfaces wiped with a clean cloth.

Door handles

These should not be over tightened as this may impair the operation of the espangnolette, shoot bolt or lock mechanism. The handles should be lightly lubricated twice a year and cleaned with a soft damp cloth to remove any dust or grime, taking care not to scratch the surface. All hardware should be adjusted every so often to ensure a satisfactory operation.

Low E tempered glass double or triple glazed sealed units

To reduce carbon emissions from the home and to keep heating and cooling bills down, the government has recommended that all manufacturers use special Low E thermal glass within the double glazed sealed unit in order to comply with building regulation Part L.

Tempered glass means it has been toughened to be up to five times stronger than normal glass. It is unusual to break such strong glass, but sharp objects hitting the glass at certain points can cause breakage. Tempered glass is also known as safety glass. This means that if it breaks it will shatter like a car windscreen into smaller fragments which are less likely to cause injury, unlike non-tempered glass which breaks into large, sharp fragments.

Glass must be regularly maintained and cleaned to stop break down of the glass or seals. This can be done using a mild solution such as washing-up liquid diluted in water. Do not use abrasive cleaning solutions as this may cause scratching and break down.

How often?

This maintenance programme needs to be carried out as often as necessary to prevent deterioration. However, as a guideline we recommend that this maintenance is done every three months if you live in a marine environment, or every six months if you live in a more general location.

Adjustment of the Allure bi-fold door set

From time to time, due to changes in the seasons or because of wear and tear in use, or if the lock is difficult to operate, it will be necessary to adjust the doors.

Height adjustment (fig 4)

If the doors are catching or scraping the cill, then the doors need to be adjusted up higher. Identify the pivots and intermediate carriers, pull down the safety clip and use a Torx head screwdriver to adjust the doors up or down. The default spacings are shown in the drawings.

Side to side adjustment

With the doors in the fully open position, access the top and bottom pivots and then using a Philips screwdriver, move the doors left or right, as required. Again, the default spacings are shown in the drawings.

Locking difficulties (fig 5)

If you experience problems with locking or unlocking the doors, first eliminate actual lock problems by opening the access door and pulling the handle upwards and then turning the key. If this can be done, the lock is operating normally and the problem is likely to be due to incorrect door set adjustment. Check the space between the locked access door and the frame.

Try moving the doors over to the lock jamb side by adjusting the pivots - keep adjusting until the gap is 4mm and if the lock then works, just gradually adjust back the other way to a maximum of 6 or 7mm or until the lock will not work. Then make a small final adjustment back to the lock jamb until the lock works.

This side-to-side adjustment can be combined with the height adjustment. Adjust the height up or down using a screwdriver in the top pivot and intermediate carrier. Adjust to the default spacing in the drawings or until the lock works.

Compression adjustment (fig 6)

Finally, adjust the 'compression' inside to outside by locating the large round adjusters on the three lock keeps. Rotate to move in or out. Use a combination of the height, side to side and keep adjustments until the lock works perfectly.

Raise or lower the height of the doors by adjusting the top pivot and intermediate carrier.

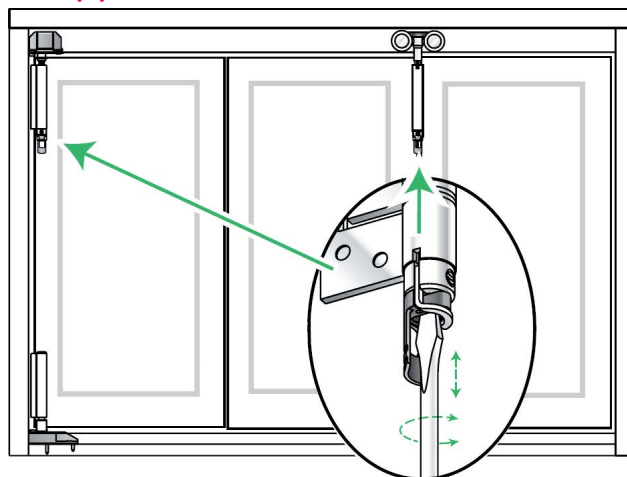


FIG 4

Adjust the top and bottom pivots to move the doors from side to side or left to right.

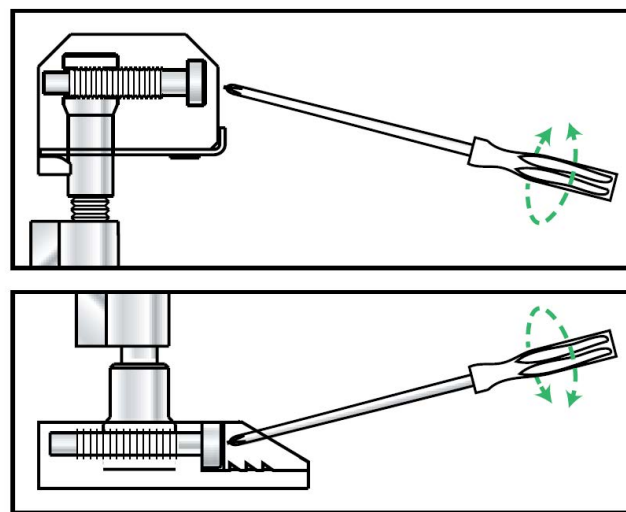


FIG 5

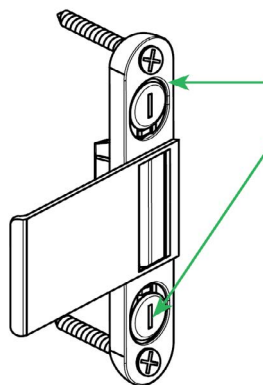
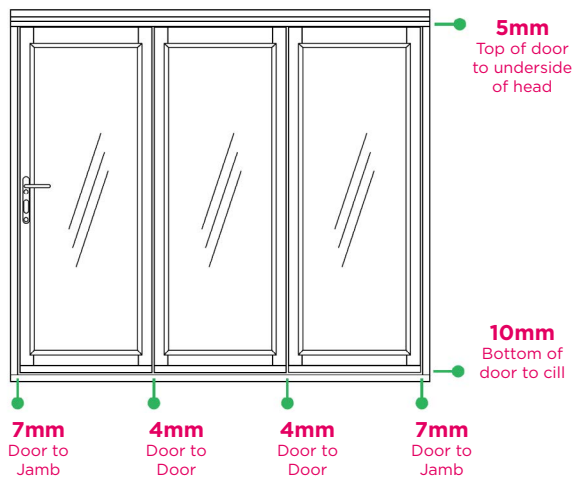


FIG 6

Bifold Door Solutions default Allure door spacings

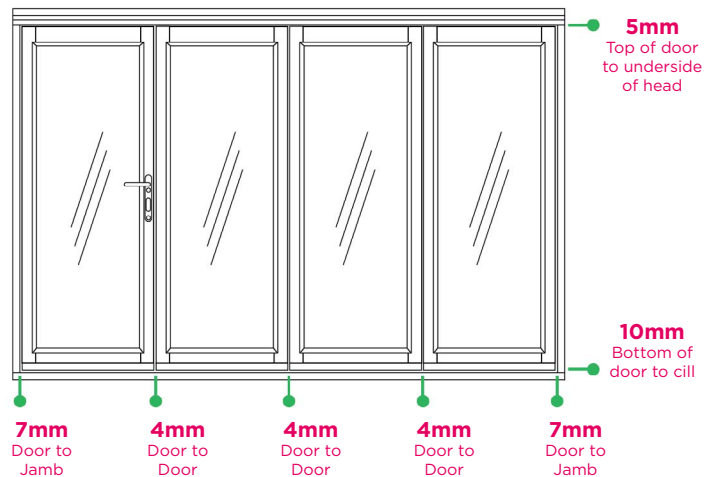
3 door set

Final adjustment correct spacing



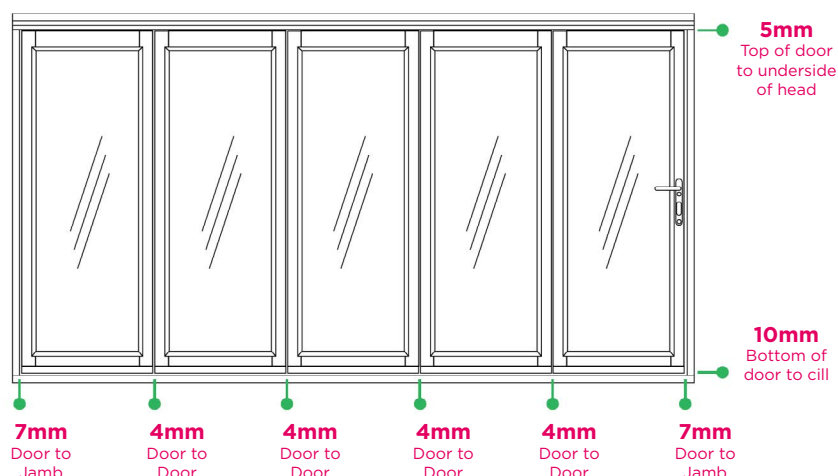
4 door set

Final adjustment correct spacing



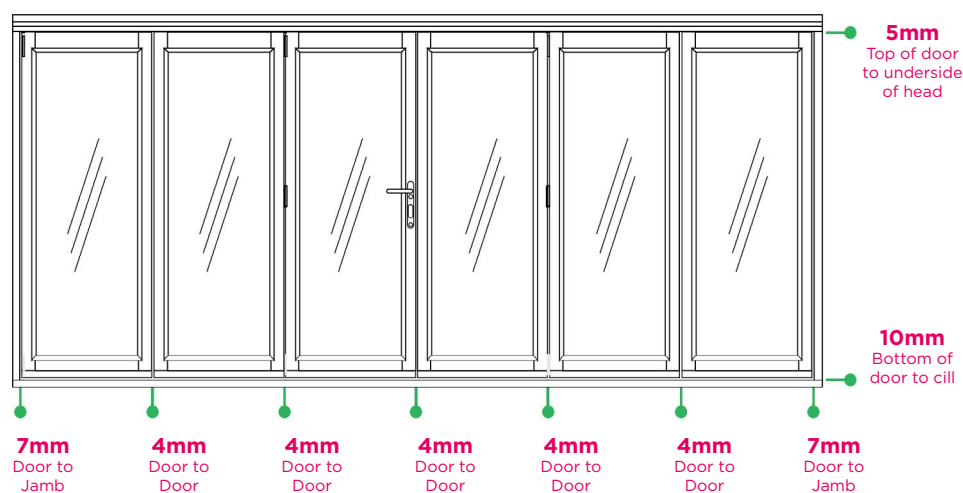
5 door set

Final adjustment correct spacing



6 door set

Final adjustment correct spacing



Adjustment of Infinity aluminium external door set

Height adjustment *(fig A-D)*

The door set height can be adjusted up or down by adjusting the bottom pivot and bottom intermediate carrier, as detailed in a) to d) below. Total height adjustment is $\pm 8\text{mm}$. The set height should be adjusted so the doors are operating smoothly and not catching on the sill, and the lock operates correctly.



FIG A

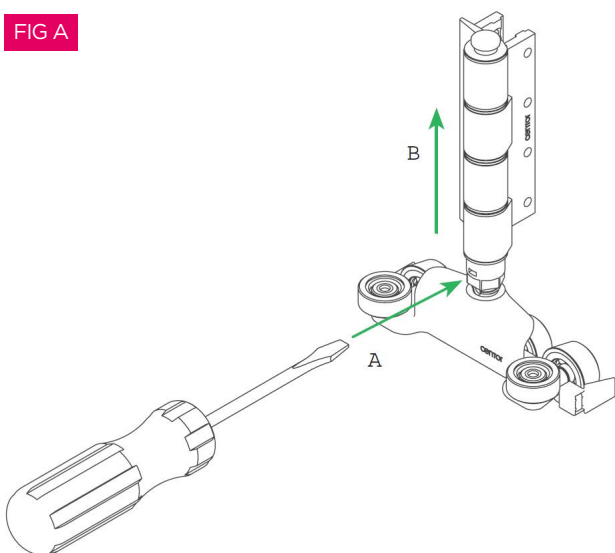


FIG B

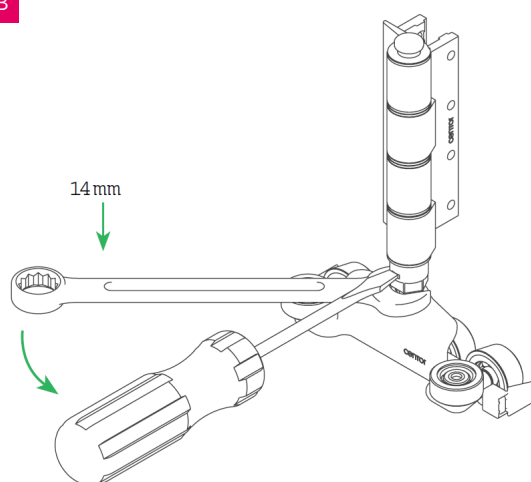


FIG C

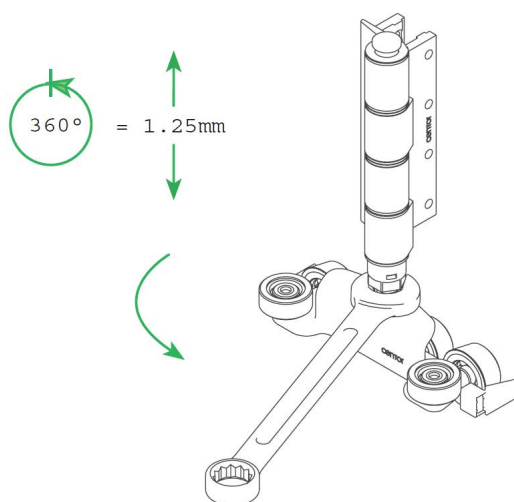
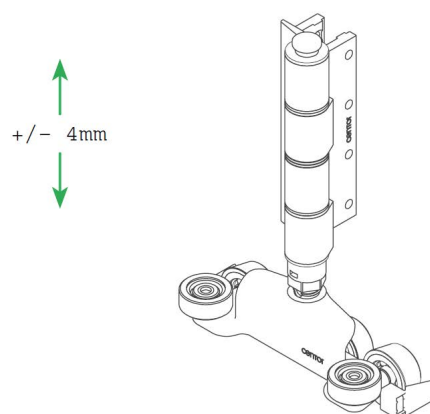


FIG D



Side to side adjustment *(fig 7)*

The doors can be adjusted side to side by up to 10mm. The standard spacing should be +/- 4 to 5mm between the access door and the frame. To move the doors left or right, with the doors in the fully open position adjust the top and bottom pivots, as shown in a).

Locking difficulties

If you experience problems with locking or unlocking the doors, first eliminate actual lock problems by opening the access door and pulling the handle upwards and then turning the key. If this can be done, the lock is operating normally and the problem is likely to be incorrect door adjustment.

First check the lock points line up with the keeps and, if they do not, raise or lower the door height until they do. Then check the gap between the access door and frame jamb is +/- 4 to 5mm. If it is not, move the doors over to reduce the gap as per the side-to-side adjustment instructions above.

Infinity cill maintenance

Two or three times a year, remove the cill track covers and brush and vacuum any accumulated dust and debris out of the bottom track.

Compression adjustment *(fig 8)*

Finally, adjust the 'compression' inside to outside by locating the large round adjusters on the three lock keeps. Rotate to move in or out. Use a combination of the height, side to side and keep adjustments until the lock works perfectly.



FIG 8

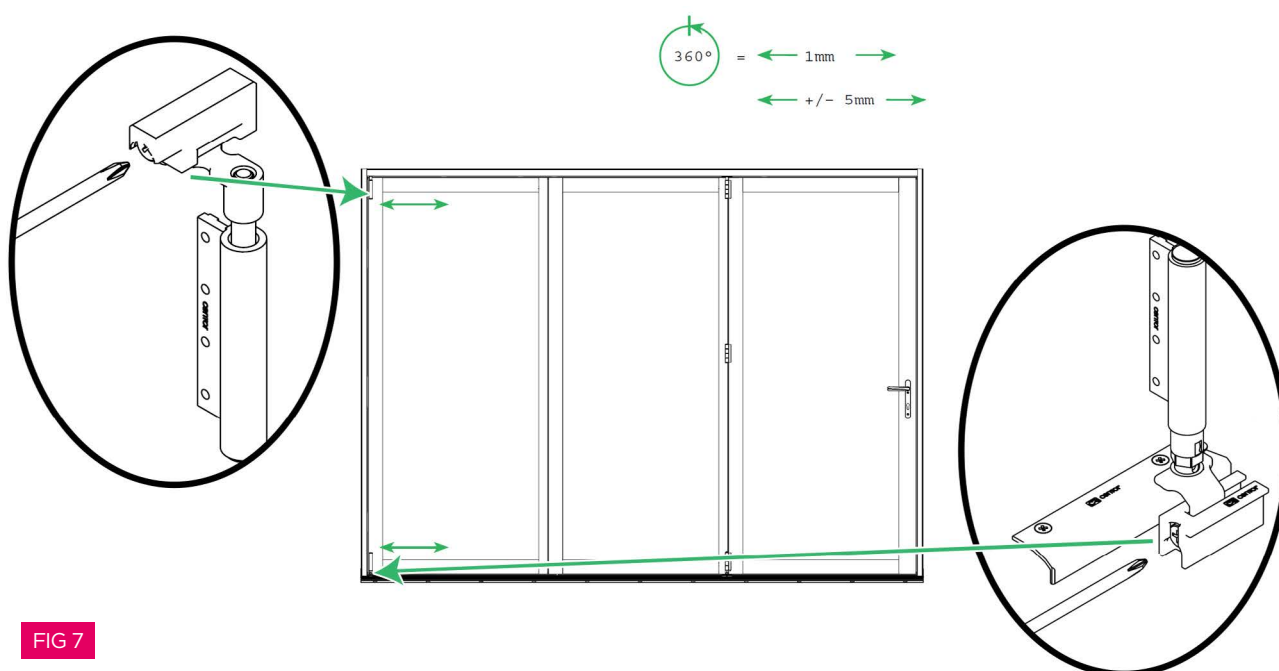


FIG 7

What to do if you have any problems

Our aim is to operate our customer service system as efficiently as possible to reduce any stress involved. So that we can respond quickly to any customer problems, our customer service department is based in the UK as an integral part of our business. What's more, whichever member of our team starts to handle your problem or claim will see it through to completion, wherever possible.

We keep a full stock of spare parts for ease of supply and these are normally despatched by courier to ensure a quick delivery.

If you have a problem or need to make a customer claim, please telephone our Customer Service Department on 01625 430 693 or email info@bifolddoorsolutions.co.uk

If you send us an email, it would also be helpful if you could attach pictures of the problem area, as well as pictures of the full door set, as this will help us to solve the problem more easily.

From time to time, we may ask to visit your home to inspect the door set and discuss any problems with you in person. Naturally, this will be conducted in a professional and friendly manner, and by appointment with you.

For any agreed claim, our liability will be to replace any component parts in the same condition as originally supplied by us. We will not be liable for any other losses incurred by our customers whether direct, indirect or consequential, arising from any failure in the performance or our products.

This guarantee is non-transferable and is only valid while the purchaser remains in occupation of the installation address.

This guarantee does not exclude any statutory rights of the purchaser.



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